

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L5	5980	cross adj channel	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/03 16:16
L6	30	cross adj channel adj communication	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/03 16:54
L7	4	(cross adj channel adj communication) and (telephone or phone ) and (internet "pc" computer)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/03 16:17
L8	545	379/265.01.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/03 16:55
S1	0	10/734911.app.	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/26 17:14
S2	0	"10734911".app.	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/26 19:07
S3	93	(coordinat\$3 pair\$3 correspond\$3 parallel different) same (web computer internet) same (telephone voice) same ("help desk" "information assistance")	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/27 10:49
S4	31	(coordinat\$3 pair\$3 correspond\$3 parallel different) same (web computer internet) same (telephone voice) same ("help desk" "information assistance" same support)	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/26 19:12

## EAST Search History

S5	3952	(coordinat\$3 pair\$3 correspond\$3 parallel different) same (web computer internet) same (telephone voice) same ("help desk" "information assistance" support)	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/26 19:12
S9	2336	(coordinat\$3 pair\$3 correspond\$3 parallel different) same (web computer internet) near5 (telephone voice) same ("help desk" "information assistance" support "tech" technology)	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/26 19:22
S10	565	(coordinat\$3 pair\$3 correspond\$3 parallel different) same (web computer internet) near5 (telephone voice) near10 ("help desk" "information assistance" support "tech" technology)	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/26 19:23
S11	96	(coordinat\$3 correspond\$3) same (web computer internet) near5 (telephone voice) near10 ("help desk" "information assistance" support "tech" technology)	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/26 19:28
S12	0	(coordinat\$3 correspond\$3) near5 (web computer internet client) near5 (telephone voice) near10 ("help desk" "information assistance" "diagnostic server")	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/26 19:29
S13	5	(coordinat\$3 correspond\$3) near5 (web computer internet client) near5 (telephone voice) near10 ("help desk" "information assistance" "diagnostic server" "tech support" support\$3)	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/26 19:29
S14	1	("6711254").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/06/27 10:41
S16	371	(gather\$3 receiv\$3 obtain\$3) with (information data) with ((telephone voice) near10 (internet client computer)) same (coordinat\$3 correspond\$3)	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/27 10:55
S18	123	(gather\$3 receiv\$3 obtain\$3) with (information data) with ((telephone voice) near10 (internet client computer)) same (diagnos\$4 (trouble near1 shoot\$3))	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/27 12:44

## EAST Search History

S20	602	379/265.02.ccls.	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/27 12:42
S21	10	(gather\$3 receiv\$3 obtain\$3) with (information data) with ((telephone voice) near10 (internet client computer)) same (diagnos\$4 (trouble near1 shoot\$3)) and ("379"/\$.ccls.)	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/27 13:22
S25	1146	(gather\$3 receiv\$3 obtain\$3) near2 (information data) near10 ((telephone voice) near10 (internet client computer)) and "379"/\$.ccls.	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/27 13:25
S26	0	(gather\$3 receiv\$3 obtain\$3) near2 (information data) near10 ((telephone voice) near2 "and" near2 (internet client computer)) and "379"/\$.ccls.	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/27 13:24
S27	0	(gather\$3 receiv\$3 obtain\$3) near2 (coordinat\$3 correspond\$3 correlat\$3) near4 (information data) near10 ((telephone voice) near10 (internet client computer)) and "379"/\$.ccls.	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/27 13:26
S29	106	(coordinat\$3 correspond\$3 correlat\$3) near4 (information data) near10 ((telephone voice) near10 (internet client computer)) and "379"/\$.ccls.	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/27 15:24
S30	7	US-5506898-.DID. OR US-5884032-.DID. OR US-6064730-.DID. OR US-6134318-.DID. OR US-6263066-.DID. OR US-6279125-.DID. OR US-6477580-.DID. OR US-20034265266-.DID.	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/28 10:28
S31	728	(gather\$3 receiv\$3) near2 (information data communication) near5 (internet) near5 (telephone)	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/28 10:32
S33	175	(gather\$3 receiv\$3) near1 (information data communication) near5 (internet) near2 (telephone)	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/28 10:48

## EAST Search History

S34	17	((gather\$3 receiv\$3) near1 (information data communication) near5 (internet) near2 (telephone)) and diagnos\$3 and (support help)	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/28 10:36
S35	0	((coordinat\$3 correlat\$3) near1 (information data communication) near5 (internet) near2 (telephone)) and diagnos\$3 and (support help)	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/28 10:36
S36	5	((coordinat\$3 correlat\$3) near1 (information data communication) near5 (internet) near2 (telephone))	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/28 10:39
S37	1	"6130933".pn.	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/28 10:40
S38	148	("4290141"   "4320256"   "4345315"   "4355207"   "4355372"   "4439636"   "4451700"   "4489438"   "4517410"   "4521643"   "4523055"   "4528643"   "4539435"   "4559415"   "4566030"   "4577062"   "4577067"   "4578700"   "4580012"   "4584602"   "4587379"   "4598367"   "4603232"   "4611094"   "4625276"   "4630200"   "4630201"   "4634809"   "4649563"   "4654482"   "4667287"   "4674044"   "4696029"   "4697282"   "4756020"   "4757267"   "4763191"   "4785408"   "4788715"   "4812843"   "4866756"   "4893328"   "4896345"   "4908850"   "4953204"   "4972461"   "5001710"   "5017917"   "5036535"   "5164983"   "5256863"   "5261096"   "5278977"   "5280625"   "5343477"   "5392400"   "5428608"   "5444774"   "5455903"   "5528678"   "5530744"   "5572643"   "5610910"   "5619557"   "5761289"   "5764736"   "5838682"   "5884032"   "5991394").PN. OR ("6130933").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/06/28 10:42
S39	48	motive.as.	US-PGPUB; USPAT; USOCR	OR	ON	2007/06/28 10:42

## EAST Search History

S40	1	motive.as. and (phone same internet)	US-PGPUB; USPAT; USOCR	OR	ON	2007/06/28 10:44
S41	48	motive.as.	US-PGPUB; USPAT; USOCR	OR	ON	2007/06/28 10:44
S42	389	ivr near5 internet	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/28 10:49
S43	42	ivr near5 phone near5 internet	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/28 11:42
S44	3	ivr near5 phone near5 internet and diagnos\$3	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/28 10:49
S45	1	"6393015".pn.	US-PGPUB; USPAT; FPRS; EPO; JPO; IBM_TDB	OR	ON	2007/06/28 11:43
S46	7	US-5506898-\$ DID. OR US-5884032-\$ DID. OR US-6064730-\$ DID. OR US-6134318-\$ DID. OR US-6263066-\$ DID. OR US-6279125-\$ DID. OR US-6477580-\$ DID. OR US-20034265266-\$ DID.	US-PGPUB; USPAT; USOCR	OR	ON	2007/06/28 15:56
S47	1	"5001710".pn.	US-PGPUB; USPAT; USOCR	OR	ON	2007/06/28 16:48
S48	1	cti same (telephone same (internet computer)) same diagnos\$3	US-PGPUB; USPAT; USOCR	OR	ON	2007/06/28 16:49
S50	309	("4789962"   "4969185"   "5001710"   "5155806"   "5157768"   "5175812"   "5361361"   "5384771"   "5428608"   "5444774"   "5500891"   "5535323"   "5557668"   "5563805"   "5619508").PN. OR ("5884032"). URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/06/28 16:56

## EAST Search History

S51	4	(coordinat\$3 near1 communication\$1) same internet same (telephone or phone) same (diagnos\$3 correct\$3 troubleshoot\$3 (trouble adj shoot\$3))	US-PGPUB; USPAT; USOCR	OR	ON	2007/06/28 17:45
S52	1034	diagnostic adj code	US-PGPUB; USPAT; USOCR	OR	ON	2007/06/28 17:46
S53	1371	diagnos\$3 adj code	US-PGPUB; USPAT; USOCR	OR	ON	2007/06/28 17:46
S54	41	(diagnos\$3 adj code) near3 (computer internet)	US-PGPUB; USPAT; USOCR	OR	ON	2007/06/28 17:47
S56	15	(diagnos\$3 adj code) near3 (computer internet) and (telephone phone)	US-PGPUB; USPAT; USOCR	OR	ON	2007/06/28 17:53
S57	57	(diagnos\$3) near3 ((computer internet) same (telephone phone))	US-PGPUB; USPAT; USOCR	OR	ON	2007/06/28 17:54
S58	22	("6279125").URPN.	USPAT	OR	ON	2007/06/28 18:42
S59	1	"6662316".pn.	USPAT	OR	ON	2007/06/28 18:42
S60	309	("4789962"   "4969185"   "5001710"   "5155806"   "5157768"   "5175812"   "5361361"   "5384771"   "5428608"   "5444774"   "5500891"   "5535323"   "5557668"   "5563805"   "5619508").PN. OR ("5884032").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/06/28 18:44
S61	15	("4789962"   "4969185"   "5001710"   "5155806"   "5157768"   "5175812"   "5361361"   "5384771"   "5428608"   "5444774"   "5500891"   "5535323"   "5557668"   "5563805"   "5619508").PN. OR ("5884032").URPN. and @ad<"12312002"	US-PGPUB; USPAT; USOCR	OR	ON	2007/06/28 18:45
S62	7	("5103463"   "5148478"   "5367667"   "5481596"   "5678002"   "5854828").PN. OR ("6662316").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/06/28 18:57

## EAST Search History

S63	2	"6389132".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/02 13:56
S64	3	US-5506898-\$ DID. OR US-6064730-\$ DID. OR US-6263066-\$ DID.	US-PGPUB; USPAT; USOCR	OR	ON	2007/07/02 14:07
S65	1	"6332154".pn.	US-PGPUB; USPAT; USOCR	OR	ON	2007/07/02 17:02
S66	1	"5884032".pn.	US-PGPUB; USPAT; USOCR	OR	ON	2007/07/02 17:02
S69	2185299	internet or computer or "PC" near3 telephone near3 communicating	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/03 10:24
S70	2185297	internet or computer or "PC" near3 telephone near3 communicating adj channel\$1	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/03 10:29
S71	1010520	(internet or computer or "PC" near3 telephone near3 (communicating adj channel\$1).ab.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/03 15:39